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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Daniel N. Duncan, Alexander N. Svoronos, Thomas J. Miller

Assignee: Austin Logistics Incorporated

Title: Method and System for Self-Service Scheduling of Inbound Inquiries

Serial No.: 10/082,386 Filed: February 25, 2002

Examiner: Bing Q. Bui Group Art Unit: 2642

Docket No.: ALI 066416.0126 Customer No. 33438

U.S. Patent and Trademark Office  
2011 South Clark Place  
Customer Window  
Crystal Plaza Two, Lobby, Room 1B03  
Arlington, VA 22202

Austin, Texas  
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**INFORMATION DISCLOSURE STATEMENT WITH FEE UNDER § 1.17(p)**

Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, Applicants wish to call the documents, provided by Thrasher Associates LLC as set forth in Exhibit "A" attached hereto, as set forth on the PTO Form 1449 (copies enclosed) to the attention of the Examiner.

Citation of the above documents shall not be construed as:

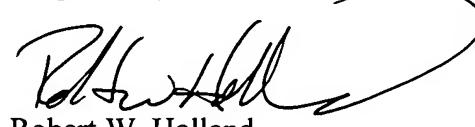
1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made, other than as described above; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

A check in the amount of \$180.00 for the Information Disclosure Statement fee under 37 C.F.R. §1.17(p). The Commissioner is hereby authorized to charge any additional fees which may be required, or credit any overpayment to Deposit Account 502264.

I hereby certify that this correspondence is being deposited with Federal Express in a box addressed to: U.S. Patent and Trademark Office, 2011 South Clark Place, Customer Window, Crystal Plaza Two, Lobby, Room 1B03, Arlington, VA 22202 on July 19, 2004.

  
Robert W. Holland  
Attorney for Applicant(s)  
Date of Signature: JUL 2004

Respectfully submitted,

  
Robert W. Holland  
Attorney for Applicant(s)  
Reg. No. 40,020

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07/22/2004 GCHA1  
01 FC:1806

U.S. Department of Commerce, Patent and Trademark Office		Attorney Docket No.	Serial No.
		ALI0126	10/082,386
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		Applicant(s)	
		Daniel N. Duncan et al.	
		Filing Date	Group
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U.S. Patent Documents

*Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA 5,185,782	Feb. 9, 1993	Srinivasan	379	67	
	AB 5,440,585	Aug. 8, 1995	Partridge, III.	375	261	
	AC 5,444,774	Aug. 22, 1995	Friedes	379	266	
	AD 5,448,555	Sep. 5, 1995	Bremer et al.	270	20	
	AE 5,479,487	Dec. 26, 1995	Hammond	379	67	RECEIVED
	AF 5,499,289	Mar. 12, 1996	Bruno et al.	379	220	JUL 22 2004
	AG 5,499,291	Mar. 12, 1996	Kepley	379	265	
	AH 5,509,055	Apr. 16, 1996	Ehrlich et al.	379	133	Technology Center 2600
	AI 5,533,108	Jul. 2, 1996	Harris et al.	379	201	
	AJ 5,537,436	Jul. 16, 1996	Bottoms et al.	375	222	
	AK 5,574,781	Nov. 12, 1996	Blaze	379	220	
	AL 5,661,718	Aug. 26, 1997	Bremer et al.	370	207	
	AM 5,717,747	Feb. 10, 1998	Boyle, III et al.	379	201	
	AN 5,721,770	Feb. 24, 1998	Kohler	379	266	
	AO 5,732,218	Mar. 24, 1998	Bland et al.	395	200.54	
	AP 5,740,238	Apr. 14, 1998	Flockhart et al.	379	221	
	AQ 5,751,795	May 12, 1998	Hassler et al.	379	93.17	
	AR 5,754,639	May 19, 1998	Flockhart et al.	379	221	
	AS 5,757,644	May 26, 1998	Jorgensen et al.	364	188	
	AT 5,757,904	May 26, 1998	Anderson	379	265	
	AU 5,825,870	Oct. 20, 1998	Miloslavsky	379	265	Not listed?

## Foreign Patent Documents

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## OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

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*Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
AA	5,828,747	Oct. 27, 1998	Fisher et al.	379	309	
AB	5,848,143	Dec. 8, 1998	Andrews et al.	379	219	
AC	5,867,559	Feb. 2, 1999	Jorgensen et al.	379	67	
AD	5,878,130	Mar. 2, 1999	Andrews et al.	379	265	
AE	5,898,772	Apr. 27, 1999	Connors et al.	379	265	
AF	5,903,641	May 11, 1999	Tonisson	379	266	
AG	5,903,877	May 11, 1999	Berkowitz et al.	705	26	
AH	5,905,793	May 18, 1999	Flockhart et al.	379	266	
AI	5,915,003	Jun. 22, 1999	Bremer et al.	379	93.19	
AJ	5,926,539	Jul. 20, 1999	Shtivelman	379	266	
AK	5,930,337	Jul. 27, 1999	Mohler	379	88.22	
AL	5,933,476	Aug. 3, 1999	Hansen et al.	379	52	
AM	5,940,475	Aug. 17, 1999	Hansen	379	52	
AN	5,943,395	Aug. 24, 1999	Hansen	379	52	
AO	5,960,382	Sep. 28, 1999	Steiner	704	2	
AP	5,982,873	Nov. 9, 1999	Flockhart et al.	379	266	
AQ	5,987,115	Nov. 16, 1999	Petrunka et al.	379	265	
AR	5,991,293	Nov. 23, 1999	Buchanan et al.	370	353	
AS	6,002,749	Dec. 14, 1999	Hansen et al.	379	52	
AT	6,009,162	Dec. 28, 1999	Bogart et al.	379	265	
AU	6,014,439	Jan. 11, 2000	Walker et al.	379	266	

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*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AB	6,038,302	Mar. 14, 2000	Burok et al.	379	201	
	AC	6,052,460	Apr. 18, 2000	Fisher et al.	379	266	
	AD	6,061,442	May 9, 2000	Bhat	379	269	
	AE	6,064,730	May 16, 2000	Ginsberg	379	265	
	AF	6,064,731	May 16, 2000	Flockhart et al.	379	265	
	AG	6,070,012	May 30, 2000	Eitner et al.	395	712	
	AA	6,078,650	Jun. 20, 2000	Hansen	379	52	
	AH	6,088,441	Jul. 11, 2000	Flockhart et al.	379	265	
	AI	6,088,442	Jul. 11, 2000	Chavez, Jr. et al.	379	265	JUL 22 2004
	AJ	6,091,808	Jul. 18, 2000	Wood et al.	379	201	Technology Center 2600
	AK	6,118,861	Sep. 12, 2000	Gutzmann et al.	379	201	
	AL	6,122,364	Sep. 19, 2000	Petrunka et al.	379	265	
	AM	6,163,606	Dec. 19, 2000	Otto	379	211	
	AN	6,163,607	Dec. 19, 2000	Bogart et al.	379	266	
	AO	6,173,053	Jan. 9, 2001	Bogart et al.	379	266	
	AP	6,181,776	Jan. 30, 2001	Crossley et al.	379	34	
	AQ	6,188,673	Feb. 13, 2001	Bauer et al.	370	252	
	AR	6,188,762	Feb. 13, 2001	Shooster	379	265	
	AS	6,192,050	Feb. 20, 2001	Stovall	370	389	
	AT	6,192,122	Feb. 20, 2001	Flockhart et al.	379	266	
	AU	6,205,412	Mar. 20, 2001	Barkiy et al.	703	13	

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*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	6,208,721	Mar. 27, 2001	Feinberg et al.	379	134	
	AB	6,215,784	Apr. 10, 2001	Petras et al.	370	356	
	AC	6,226,377	May 1, 2001	Donaghue, Jr.	379	265	
	AD	6,233,332	May 15, 2001	Anderson et al.	379	265	
	AE	6,240,391	May 29, 2001	Ball et al.	704	270	
	AF	6,256,299	Jul. 3, 2001	Chavez, Jr. et al.	370	329	
	AG	6,256,381	Jul. 3, 2001	Donoaghue, Jr.	379	265	
	AH	6,272,216	Aug. 7, 2001	Vaios	379	265	
	AI	6,272,544	Aug. 7, 2001	Mullen	709	226	
	AJ	6,292,550	Sep. 18, 2001	Burritt	379	201	JUL 22 2004
	AK	6,295,353	Sept. 25, 2001	Flockhart et al.	379	265	Technology Center 2600
	AL	6,298,127	Oct. 2, 2001	Petrunka	379	126	
	AM	6,301,354	Oct. 9, 2001	Walker et al.	379	266.01	
	AN	6,314,177	Nov. 6, 2001	Davis et al.	379	265.12	
	AO	6,327,362	Dec. 4, 2001	Hull et al.	379	265	
	AP	6,337,858	Jan. 8, 2002	Petty et al.	370	356	
	AQ	6,349,205	Feb. 19, 2002	Fang et al.	455	419	
	AR	6,353,667	Mar. 5, 2002	Foster et al.	379	265.05	
	AS	6,353,851	Mar. 5, 2002	Anupam et al.	709	204	

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*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	6,356,632	Mar. 12, 2002	Foster et al.	379	265.04	
	AB	6,359,982	Mar. 19, 2002	Foster et al.	379	266.06	
	AC	6,366,666	Apr. 2, 2002	Bengtson et al.	379	265.05	
	AD	6,366,668	Apr. 2, 2002	Borst et al.	379	266.04	
	AE	6,377,944	Apr. 23, 2002	Busey et al.	703	3	
	AF	6,385,191	May 7, 2002	Coffman et al.	370	352	
	AG	6,385,302	May 7, 2002	Antonucci et al.	379	45	
	AH	6,385,646	May 7, 2002	Brown et al.	709	217	
	AI	6,389,132	May 14, 2002	Price	379	265.01	
	AJ	6,392,666	May 21, 2002	Hong et al.	345	736	
	AK	6,404,747	Jun. 11, 2002	Berry et al.	370	270	
	AL	6,408,066	Jun. 18, 2002	Andruska et al.	379	265.15	
	AM	6,430,174	Aug. 6, 2002	Jennings et al.	370	352	
	AN	6,434,230	Aug. 13, 2002	Gabriel	379	265.01	JUL 22 2004
	AO	6,445,788	Sep. 3, 2002	Torba	379	266.08	Technology Center 2600
	AP	6,449,341	Sep. 10, 2002	Adams et al.	379	9	
	AQ	6,449,618	Sep. 10, 2002	Blott et al.	707	101	
	AR	6,459,774	Oct. 1, 2002	Ball et al.	379	67.1	
	AS	6,459,788	Oct. 1, 2002	Khuc et al.	379	265.09	
	AT	6,463,346	Oct. 8, 2002	Flockhart et al.	700	102	
	AU	6,470,077	Oct. 22, 2002	Chan	379	88.01	

## Foreign Patent Documents

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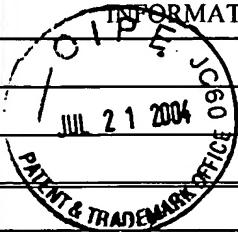
## OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

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				February 25, 2002	2642



## U.S. Patent Documents

*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	6,473,404	Oct. 29, 2002	Kaplan et al.	370	238	
	AB	6,473,505	Oct. 29, 2002	Khuc et al.	379	265.01	
	AC	6,477,559	Nov. 5, 2002	Veluvali et al.	709	101	
	AD	6,480,484	Nov. 12, 2002	Morton	370	352	
	AE	6,480,601	Nov. 12, 2002	McLaughlin	379	265.11	
	AF	6,480,698	Nov. 12, 2002	Ho et al.	434	362	
	AG	6,493,447	Dec. 10, 2002	Goss et al.	379	265.09	
	AH	6,496,831	Dec. 17, 2002	Baulier et al.	707	101	
	AI	6,498,921	Dec. 24, 2002	Ho et al.	434	362	
	AJ	6,499,023	Dec. 24, 2002	Dong et al.	706	46	
	AK	6,501,937	Dec. 31, 2002	Ho et al.	434	362	
	AL	6,502,133	Dec. 31, 2002	Baulier et al.	709	224	
	AM	6,505,183	Jan. 7, 2003	Loofbourrow et al.	706	45	
	AN	6,512,415	Jan. 28, 2003	Katz	329	88.22	
	AO	6,526,397	Feb. 25, 2003	Chee et al.	701	1	RECEIVED
	AP	6,535,601	Mar. 18, 2003	Flockhart et al.	379	266.01	JUL 22 2004
	AQ	6,539,090	Mar. 25, 2003	Frey et al.	379	230	
	AR	6,539,538	Mar. 25, 2003	Brewster et al	717	115	Technology Center 2600
	AS	6,542,156	Apr. 1, 2003	Hong et al.	345	440	
	AT	6,549,769	Apr. 15, 2003	Harder	455	418	
	AU	6,560,330	May 6, 2003	Gabriel	379	265.02	

## Foreign Patent Documents

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*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	6,560,649	May 6, 2003	Mullen et al.	709	226	
	AB	6,563,788	May 13, 2003	Torba et al.	370	229	
	AC	6,563,916	May 13, 2003	Deutsch et al.	379	215.01	
	AD	6,563,920	May 13, 2003	Flockhart et al.	379	265.01	
	AE	6,567,787	May 20, 2003	Walker et al.	705	16	
	AF	6,570,975	May 27, 2003	Shaffer et al.	379	220.01	
	AG	6,570,976	May 27, 2003	Asada et al.	379	2221.01	
	AH	6,571,240	May 27, 2003	Ho et al.	707	5	
	AI	6,574,605	Jun. 3, 2003	Sanders et al.	705	8	
	AJ	6,577,720	Jun. 10, 2003	Sutter	379	144.05	
	AK	6,581,105	Jun. 17, 2003	Miloslavsky et al.	709	238	
	AL	6,581,205	Jun. 17, 2003	Cochrane et al.	717	140	
	AM	6,584,439	Jun. 24, 2003	Geilhufe et al.	704	270	
	AN	6,587,545	Jul. 1, 2003	Antonucci et al.	379	37	
	AO	6,587,557	Jul. 1, 2003	Smith	379	265.01	
	AP	6,594,470	Jul. 15, 2003	Barnes et al.	455	67.7	JUL 22 2004
	AQ	2001,0000458A1	Apr. 26, 2001	Shtivelman et al.	370	412	
	AR	2001,0021646A1	Sep. 13, 2001	Antonucci et al.	455	404	
	AS	2001,0038624A1	Nov. 8, 2001	Greenberg et al.	370	352	
	AT	2001,0040887A1	Nov. 15, 2001	Shtivelman et al.	370	352	
	AU	2002,0010645A1	Jan. 24, 2002	Hagen et al.	705	26	

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	AA	2002,0073155A1	Jun. 13, 2002	Anupam et al.	709	205	
	AB	2002,0101854A1	Aug. 1, 2002	Siegrist et al.	370	352	
	AC	2002,0101866A1	Aug. 1, 2002	Miloslavsky et al.	370	386	
	AD	2002,0131399A1	Sep. 19, 2002	Philonenko	370	351	
	AE	2002,0141561A1	Oct. 3, 2002	Duncan et al.	379	220.01	
	AF	2002,0169834A1	Nov. 14, 2002	Miloslavsky et al.	709	206	
	AG	2002,0183072A1	Dec. 5, 2002	Steinbach et al.	455	456	
	AH	2002,0194047A1	Dec. 19, 2002	Edinger et al.	705	9	
	AI	2002,0194272A1	Dec. 19, 2002	Zhu	709	204	
	AJ	2002,0196277A1	Dec. 26, 2004	Bushey et al.	345	745	
	AK	2003,0001625A1	Jan. 2, 2003	Jaussi et al.	327	65	
	AL	2003,0002654A1	Jan. 2, 2003	Torba	379	266.08	JUL 22 2004
	AM	2003,0007612A1	Jan. 9, 2003	Garcia	379	88.18	Technology Center 2600
	AN	2003,0007625A1	Jan. 9, 2003	Pines et al.	379	223	
	AO	2003,0013438A1	Jan. 16, 2003	Darby	455	419	
	AP	2003,0021259A1	Jan. 30, 2003	Miloslavsky et al.	370	352	
	AQ	2003,0026409A1	Feb. 6, 2003	Bushey et al.	379	211.02	
	AR	2003,0033382A1	Feb. 13, 2003	Bogolea et al.	709	218	
	AS	2003,0088660A1	May 8, 2003	Florman et al.	709	223	
	AT	2003,0099342A1	May 29, 2003	Tiliks et al.	379	216.01	

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	AA	2003,0115353A1	Jun. 19, 2003	Deryugin et al.	709	231	
	AB	2003,0115545A1	Jun. 19, 2003	Hull et al.	715	500	
	AC	2003,0120395A1	Jun. 26, 2003	Kacel	701	1	
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